

List of Patents and Publication
For Applicant's Information
Disclosure Statement
(Use several sheets if necessary)

ATTY. DOCKET NO: 5053-26401

SERIAL NO: 09/648,247

APPLICANT: Steven E.

Bierenbaum

GROUP: 2167 362/

FILING DATE: August 25, 2000

U.S. PATENT DOCUMENTS

U.S. PATENT DOCUMENTS								
EXAM.	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROPRIATE	
P.E	A1	4,878,167	10/1989	Kapulka et al.		<u> </u>		
1	A2	5,099,422	3/1992	Foresman et al.				
	A3	5,191,522	03/1993	Bosco et al.				
	A4	5,201,044	4/1993	Frey, Jr. et al.	•			
	A5	5,233,513	8/1993	Doyle	-			
	A6	5,386,566	1/1995	Hamanaka et al.	خحت			
	A7	5,394,555	2/1995	Hunter et al.				
	A8	5,434,994	7/1995	Shaheen et al.	-			
	A9	5,455,947	10/1995	Suzuki et al.		DEAL		
	A10	5,483,632	1/1996	Kuwamoto et al.	-		AFD	
	A11	5,499,330	3/1996	Lucas et al.		_JUL 1	2002	
	A12	5,504,674	4/1996	Chen et al.	6	RALIE	2600	
	A13	5,523,942	6/1996	Tyler et al.		100	3600	
	A14	5,550,976	8/1996	Henderson et al		-		
	A15	5,586,310	12/1996	Sharman	,	-		
	A16	5,638,508	6/1997	Kanai et al.				
	A17	5,689,706	11/1997	Rao et al.				
	A18	5,745,901	4/1998	Entner et al.				
	A19	5,768,505	6/1998	Gilchrist et al.				
	A20	5,768,506	6/1998	Randell				
	A21	5,797,134	8/1998	McMillan et al.				
	A22	5,832,481	11/1998	Sheffield				
	A23	5,870,711	2/1999	Huffman	*			
	A24	5,873,066	02/1999	Underwood et al.				
	A25	5,907,848	5/1999	Zaiken et al.	•			

EXAMINER:

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DATE CONSIDERED:

7/28/03

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the patent owner.

Form PTO-1449 (modified)

List of Patents and Publications

For Applicant's Information Disclosure Statement (Use several sheets if necessary)

MTY. DOCKET NO: 5053-26401

APPLICANT: Steven E.

Bierenbaum

FILING DATE: August 25, 2000

SERIAL NO: 09/648,247

GROUP: 2161

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U.S. PATENT DOC	CUMENTS
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EXAM. INITIALS	REF.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF
114117765	A26	5,909,683	6/1999	Miginiac et al.		CL/100	
t.E	A27	5,930,759	7/1999	Moore et al.			
	A28	5,933,816	8/1999	Zeanah et al.			
	A29	5,937,189	8/1999	Branson et al.			
	A30	5,950,169	9/1999	Borghesi et al.			
	A31	5,987,434	11/99	Libman	:	ene see	
	A32	5,991,733	11/1999	Aleia et al.		,	1111-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1
	A33	6,038,393	3/2000	Iyengar et al.			
	A34	6,049,665	4/2000	Branson, et al.			
	A35	6,064,983	5/2000	Koehler		20	
	A36	6,081,832	6/2000	Gilchrist et al			
	A37	6,092,049	7/2000	Chislenko et al.	9	7/	La
	A38	6,105,007	8/2000	Norris	-0	to 3	
	A39	6,115,690	9/2000	Wong	4		6
	A40	6,134,582	1 € 1 1/2000	Kennedy	<i>°</i>	- O	
	A41	6,163,770	12/2000	Gamble et al.	,	~~~	7
	A42	6,185,540	2/2001	Schreitmueller et al.		>	
	A43	6,226,623	5/2001	Schein et al.			
	A44	6,236,975	5/2001	Boe et al.	**		
	A45	6,336,096	1/2002	Jernberg			

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Form PTO-1449 (Modified) List of Patents and Publications For Applicant's Information Disclosure Statement (Use several sheets if necessary)

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APPLICANT: Steven E.

Bierenbaum

FILING DATE: August 25, 2000

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GROUP: 2161-362/

			J.S. PATENT	DOCUMENTS					
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROPRIATE		
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EXAM. INITIALS	REF. DES.				CLASS	SUB CLASS	TRANSLATION. YES/NO		
PJE	A46	0 280 773	9/1988	EP	F		٥		
	A47	0 465 018	1/1992	EP	· -				
	A48	0 926 608	6/1999	EP					
P.E	A50 Mead, Jay, "Technical Communication, August 1998, V. 45, N.3, p.353-380. A51 Scopus Introduces World's Most Complete Call Center Solution for Financial Services; PR								
	A52		Revolution"; Dru	oft Outlook 97", Microsoft Press, 1997					
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